



RAJAGIRI VISWAJYOTHI

COLLEGE OF ARTS AND APPLIED SCIENCES

VENGOOR, PERUMBAVOOR KERALA- 683546

An ISO 9001 : 2015 Certified Institution

Affiliated to Mahatma Gandhi University, Kottayam | Approved by AICTE



CRITERION 5

STUDENT SUPPORT AND PROGRESSION

5.1 Student Support

2019-2024

Submitted to

NAAC
NATIONAL ASSESSMENT AND
ACCREDITATION COUNCIL



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5.1.4: The institution adopts measures for redressal of student grievances including sexual harassment and ragging cases.

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Mechanisms for Submission of Online/Offline Students' Grievances

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1. Complaint/Suggestion Box



A box for students to come up with their grievances.





2. Online Grievance Submission

STUDENT GRIEVANCE REDRESSAL CELL

A Student Grievance Redressal Cell (SGRC) is a confidential forum that allows students to express their concerns and complaints about their educational experience. The SGRC's goal is to ensure that all grievances are heard, addressed, and resolved in a timely and effective manner.

Functions and Responsibilities

Educating and Informing: One of the primary functions of the Student Grievance Redressal Cell is to educate and inform students about their rights and the processes available for addressing their grievances.

Establishing Procedures: Establishing clear procedures for lodging complaints is a critical responsibility of the Grievance Redressal Cell.

Receiving Complaints: The cell ensures that all complaints are logged systematically and that students receive prompt acknowledgment of their submissions.

Investigating Grievances: Upon receiving a complaint, the cell initiates a thorough investigation to understand the root cause of the grievance.

Resolving Issues: Based on the findings of the investigation, the cell takes appropriate actions to address the issues raised.

Providing Support and Counseling: The cell ensures that students receive the necessary emotional and psychological support during the grievance process.

Monitoring and Reporting: The cell regularly reviews the types and frequency of grievances, analyzes trends, and assesses the effectiveness of the resolution strategies.

ONLINE GRIEVANCE BOX

Online Application 2024 '25

ANTI-RAGGING COMMITTEE

The Anti-Ragging Committee is involved in designing strategies and action plan for curbing the menace of ragging in the college by adopting an array of activities. The committee is also responsible for conducting awareness programmes from time to time on campus.

Anti-Ragging Committee

Functions and Responsibilities

Creating Awareness: One of the primary roles is creating awareness about the negative impacts and severe consequences of ragging.

Preventive Measures: Preventive measures are another key function of the committee. This involves establishing and promoting a culture that actively discourages ragging.

Receiving Complaints: The committee sets up mechanisms that allow students to report incidents of ragging anonymously or directly.

Investigation: Once a complaint is received, the committee promptly initiates an investigation.

Action Against Perpetrators: Following the investigation, the committee takes appropriate disciplinary action against those found guilty of ragging.

Support for Victims: Counseling and support services are provided to those affected by ragging, ensuring their safety and well-being throughout the investigation process.

Coordination with Authorities: The committee works closely with the institution's administration and, if necessary, law enforcement agencies.

Review and Reporting: Lastly, the committee engages in regular review and reporting activities, making necessary improvements based on their findings.

ONLINE GRIEVANCE BOX

Online Application 2024 '25

INTERNAL COMPLAINTS COMMITTEE

Functions and Responsibilities

Raising Awareness: A main function is to raise awareness through various channels including educational posters, informative seminars and more.

Implementing Preventive Strategies: Implementing preventive strategies involves fostering a culture that actively discourages any form of inappropriate behavior.

Facilitating Complaint Reporting: The cell provides mechanisms for individuals to report incidents of harassment, discrimination, or unethical behavior.

Conducting Investigations: Upon receiving a complaint, the cell promptly conducts a thorough investigation.

Taking Disciplinary Action: After the investigation, the cell takes necessary disciplinary action against those found guilty of misconduct.

Providing Support to Victims: Cell offers counseling and support services to those affected by harassment, discrimination, or unethical behavior.

Collaborating with Authorities: The cell seeks a close coordination with the institution's administration and, when necessary, law enforcement agencies.

Regular Review and Reporting: The cell periodically assesses the effectiveness of measures in place to prevent harassment and misconduct, making necessary adjustments.

ONLINE GRIEVANCE BOX

Online Application 2024 '25



Screenshot of online grievance box on the college website.



Online Grievance Redressal Form

Please register your grievances, if any, using this form. Also note that all the details shared here shall be kept strictly confidential.

grievances@rajagiriviswajyothi.org [Switch account](#)



The name, email, and photo associated with your Google account will be recorded when you upload files and submit this form

* Indicates required question

Email *

Your email

Name of the student *

Your answer

Batch *

- First Year
- Second Year
- Third Year

Department *

- English
- Commerce
- Psychology

Screenshot of grievances form for submissions to the cell.





Mechanisms for Submission of Online/Offline Students' Grievances

There are transparent and effective online and offline mechanisms at RVCAS for the submission and resolution of student grievances.

Grievance Redressal Mechanism

Student Grievance Redressal Cell

Student Grievance Redressal Cell (SGRC) has been constituted as per the directions of Higher Education Department, Govt. of Kerala.

a. Purpose

To provide a clear and fair process for the reporting and resolution of student grievances.

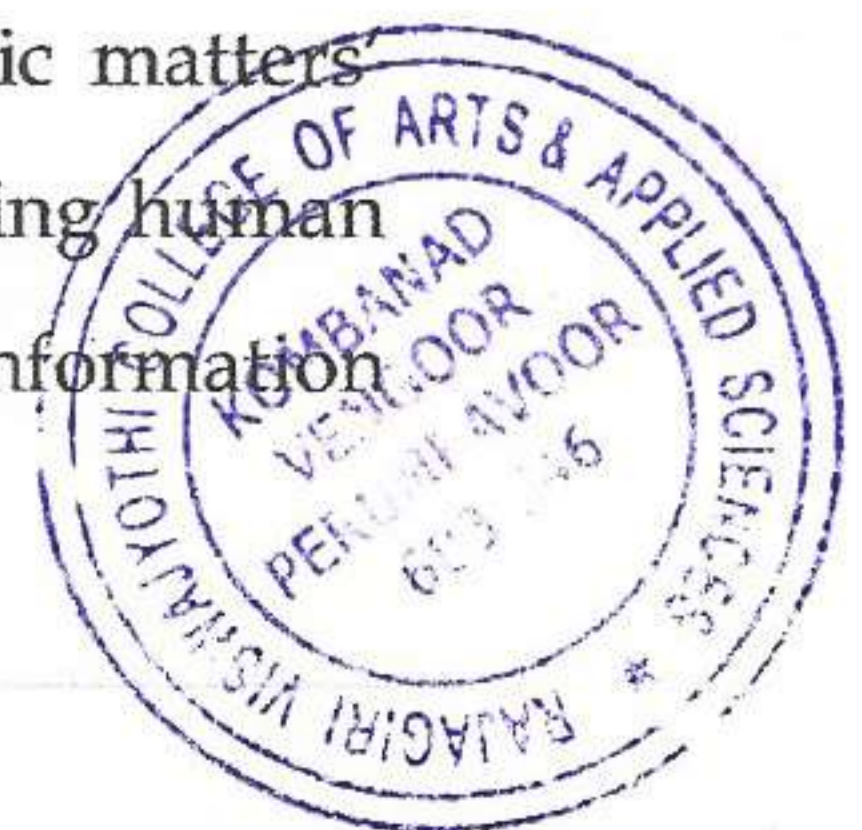
b. Scope

The Grievance Redressal Process applies to academic and non-academic student grievances, including student complaints of unlawful discrimination or unfair treatment. These grievance procedures are available to any student of the institute involving an alleged violation directly affecting the student, by any member of the institute acting in an official capacity or due to any rules of the institute or programme the student is enrolled.

The grievance process in general applies to complaints arising under any of the following:

Academic matters: Academic matters include those which relate to student progress, assessment and examinations, curriculum and attendance.

Non-academic matters: Non-academic matters do not include 'Academic matters' outlined above. These may typically relate to decisions or actions involving human rights, financial matters, procedures and policies, handling of personal information and access to records or any other matter that is not considered academic.





c. Grievance Redressal Procedure:

In resolving the grievances of students concerned with any member of the institute acting in the official capacity, Rajagiri Viswajyothi Management will ensure that the grievances of both the parties are heard properly and the grievances are supported by facts and evidences.

There are three stages or levels of Student Grievance Redressal:

Level I: Informal Resolution

Before initiating the official grievance redressal procedure, the student is expected to attempt to settle or resolve the grievance directly with the person(s) involved as early as possible. Every reasonable effort should be made to resolve the matter informally at this level. A satisfactory outcome might be achieved through this discussion. If not, the student can proceed to Level II of resolution.

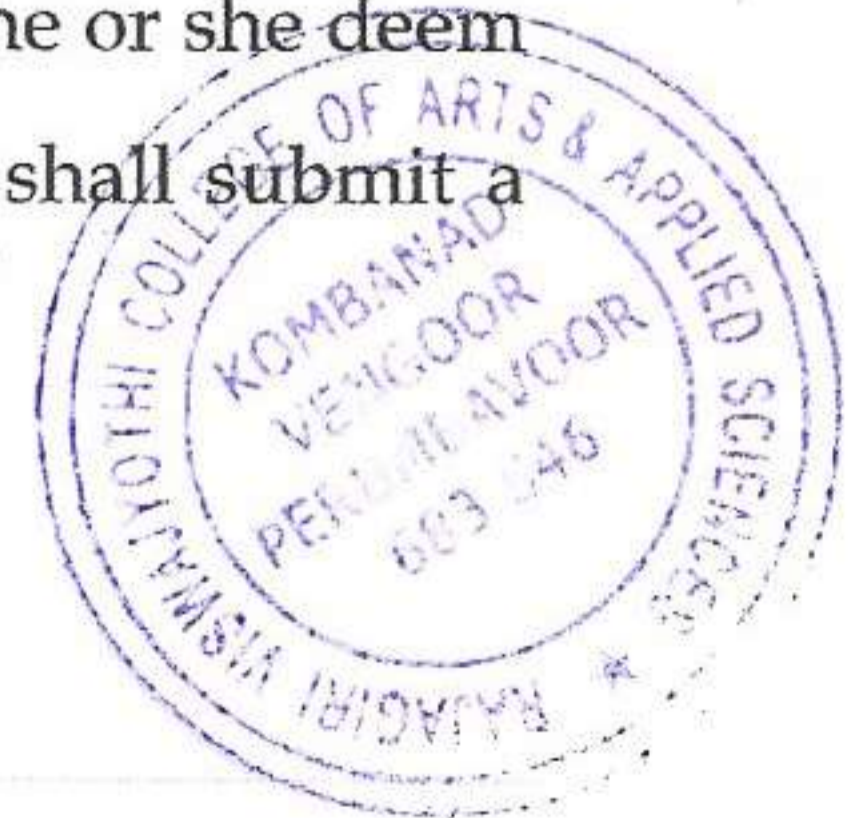
Students uncertain about how to proceed with the grievance can consult with the Batch Coordinator in order to identify the appropriate person. The student should contact the concerned person within 5 working days of the occurrence of the grievance.

Level II: Formal Complaint

If student grievance is not resolved satisfactorily within 10 working days of communicating the grievance to the concerned person, students may lodge a written complaint to Grievance Redressal Cell regarding the grievance. The student should attach all the relevant information they have to support the complaint and the efforts done as per Level I of the procedure, to the officer.

Principal should meet the complainant and the concerned persons as he or she deem appropriate for gathering information and to resolve the matter. He shall submit a written decision to the Students Grievance Redressal Cell.

Level III: Decision by SGRC





Based on the facts and the supporting documents submitted by the student, SGRC shall take the final decision. If the student is not satisfied with the decision of the SGRC, the student can approach appellate authority headed by the University Vice Chancellor

Anti-Ragging Committee

In accordance with the University Grants Commission (UGC) regulations on the prevention and prohibition of ragging in educational institutions, the college has established an Anti-Ragging Committee. This committee, composed of faculty members, administrative staff, and student representatives, diligently carries out its responsibilities to prevent, monitor, and address instances of ragging within the campus premises and implements and enforces UGC-mandated policies and guidelines against ragging, conducts regular awareness programs, workshops, and seminars at the start of each academic year, educates students about the harmful effects of ragging and the institution's zero-tolerance policy.

Internal Complaints Committee (ICC)

Internal Complaints Committee (ICC), is a dedicated entity within the college that operates in accordance with the Sexual Harassment of Women at Workplace Act. Comprised of trained members, including faculty, administrative staff, and external experts, the ICC strives to create a safe, respectful, and gender-sensitive environment for all individuals associated with the institution. With a primary focus on providing a confidential and supportive platform for students to report incidents of sexual harassment, the committee conducts impartial investigations, maintains strict confidentiality, and offers fair hearings while ensuring due process for both parties. Additionally, the ICC conducts regular awareness programs, workshops, and training sessions to educate the college community about their rights and procedures for filing complaints, thereby fostering a culture of zero tolerance towards sexual harassment.



[Handwritten Signature]

PRINCIPAL
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